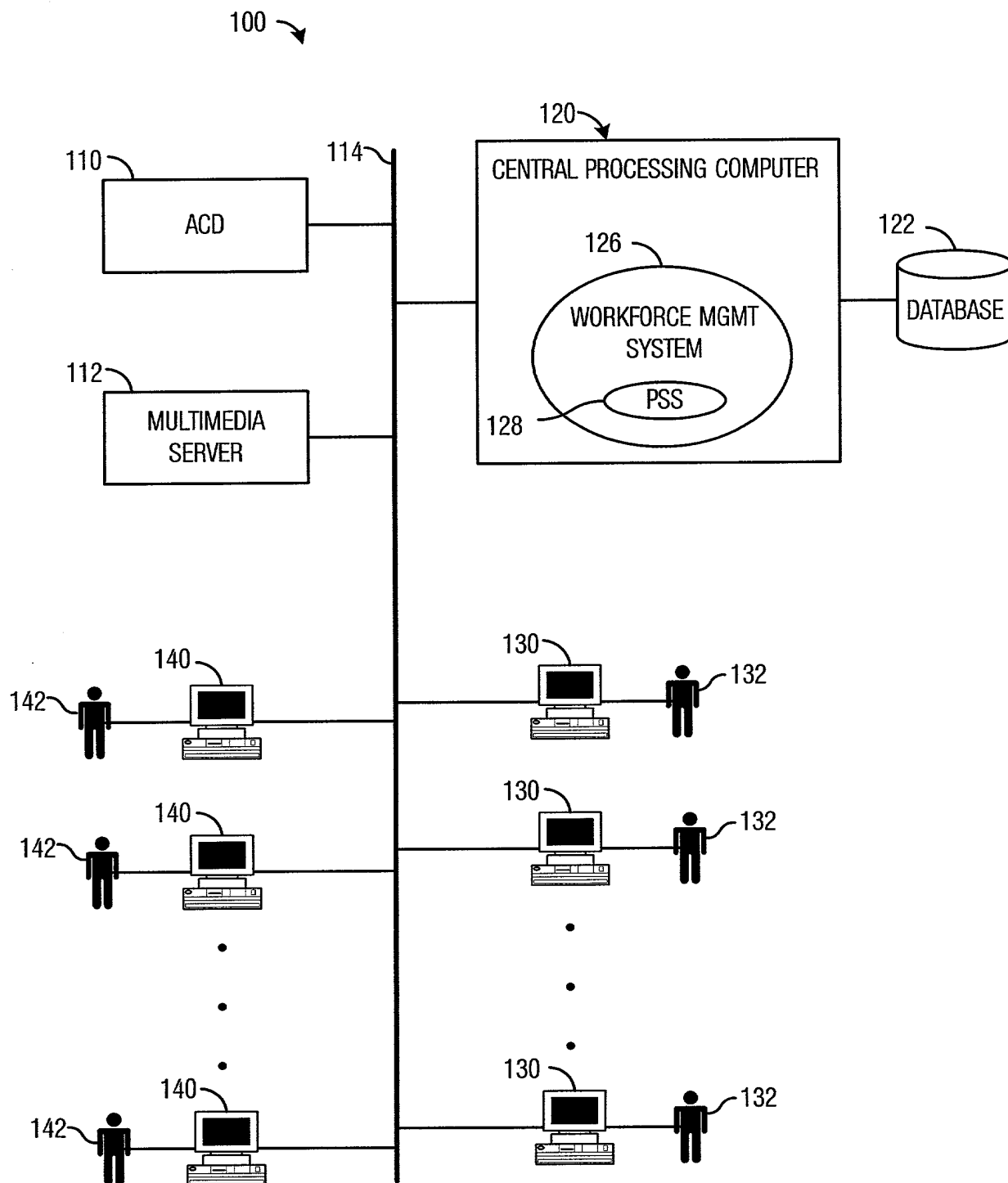
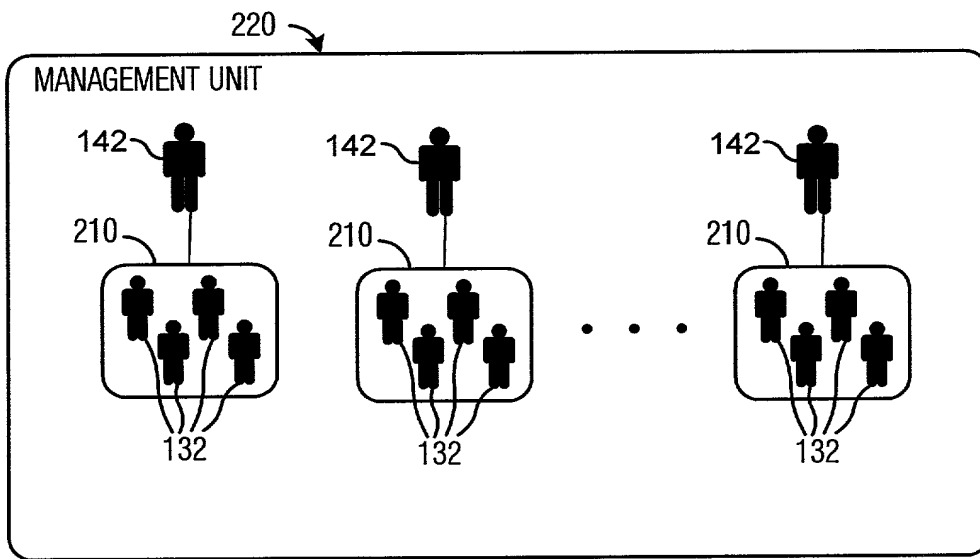


**FIG. 1**



**FIG. 2**



300



FIG. 3B

300

A

Defaults

These parameters may also be set at the agent level if agents are allowed to enter StatsViewer preferences.

Time format: 342 HH:MM:SS ▼

Comparison: 344 Percent Difference ▼

Number of past days to show data: 346 6

340

Applet started

Local intranet zone

FIG. 4

400

Agent Web Station Preferences

General StatsViewer

Columns

Choose the columns that you want to see in the StatsViewer

414 412

Show	Column
<input checked="" type="checkbox"/>	In Calls
<input checked="" type="checkbox"/>	Talk Time
<input checked="" type="checkbox"/>	Work Time
<input checked="" type="checkbox"/>	Total Time
<input checked="" type="checkbox"/>	AHT
<input checked="" type="checkbox"/>	AWT
<input checked="" type="checkbox"/>	ATT
<input checked="" type="checkbox"/>	Out Calls
<input checked="" type="checkbox"/>	Out Time
<input checked="" type="checkbox"/>	System Time

410

Defaults

Time format: 422 HH:MM:SS ▼

Comparison: 424 Percent Difference ▼

420

Number of past days to show data: 426 6

OK Cancel Reset Apply

FIG. 5A 500

**StatsViewer - Maxwell Smart ID**

MU: 3 Dallas Sales 510 512 526

From: 06/14/99 To: 06/20/99 524

Time Format: HH:MM:SS Comparison: Default

In Calls	Talk Time	Work Time	Total Time	ATT	AWT	AHT
86	06:30:00	01:19:00	07:49:00	00:04:32	00:00:55	00:00:35
83	07:04:00	01:38:45	08:40:45	00:05:07	00:01:10	00:00:00
78	07:37:00	01:31:00	09:08:00	00:05:52	00:01:17	00:00:00
52	04:20:00	00:52:00	05:12:00	00:05:00	00:01:00	00:00:00
48	04:24:00	00:48:00	05:12:00	00:05:30	00:01:00	00:00:00
45	04:53:00	00:56:15	05:49:15	00:06:30	00:01:15	00:00:00
4	00:40:00	00:12:00	00:52:00	00:10:00	00:03:00	00:00:00
10	01:00:00	00:30:00	01:30:00	00:06:00	00:03:00	00:00:00
8	01:04:00	00:16:00	01:20:00	00:08:00	00:02:00	00:00:00
30	01:30:00	00:15:00	01:45:00	00:03:00	00:00:30	00:00:00
99	06:50:00	00:55:00	07:45:00	00:04:14	00:00:33	00:00:00
82	06:48:00	01:04:00	07:52:00	00:04:59	00:00:47	00:00:00
0	07:04:00	01:36:45	08:40:45	00:05:07	00:01:10	00:00:00
0	07:40:00	01:40:45	08:04:00	00:07:05	00:00:15	00:00:00

500

**Applet started**